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Government
Publications

**Important information on over 130 services
Keep for easy reference**

Government of Canada Services **For You**



Government
of Canada

Gouvernement
du Canada

Canada

**1 800 O-Canada
(1 800 622-6232)**

**www.canada.gc.ca
TTY/TDD: 1 800 465-7735**

This document is available in multiple formats (large print, audio cassette, braille and computer diskette) in French and English. Call 1 800 788-8282.

Government of Canada Services: For You is also available in large print, on audio cassette, in braille, and on computer diskette by calling 1 800 O-Canada. Information officers are available to answer your calls Monday to Friday from 8 a.m. to 8 p.m., Eastern time.

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Your opinion is important

We are interested in receiving your comments about this guide. You can write to us at the following address:

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47 Clarence Street, Suite 300
Ottawa ON K1A 0S5

Fax: (613) 941-8315

Email: O-Canada@canada.gc.ca

Be sure to include your address so we can get back to you.

Introduction

Every day, millions of Canadians like you rely on the great number of essential services provided by the Government of Canada – from weather forecasting, food inspection, and emergency response, to coast guard protection and passports – often without giving them a second thought.

The Government of Canada offers you many other specific services, including:

- product safety and health information for new parents;
- programs for young adults planning their careers;
- step-by-step support to start up a business;
- tips and personal safety information for Canadians travelling abroad; and
- guides to help citizens explore Canada's extensive and diverse parks, museums, and historic sites.

This guide can help you find out more about the Government of Canada services that may be of interest to you, your family, and your friends.

Using the Guide

The services are grouped by subject area and shown in **bold text**.

Web site addresses are also included in most cases. If you don't have Internet access at home, you can use a computer at any public library or community centre. Through the Connecting Canadians initiative, the Government of Canada and its partners have helped connect all of Canada's libraries to the Internet.

You can also find out more about these services through a network of one-stop access points:

- The government's toll-free telephone number: 1 800 O-Canada (1 800 622-6232). All calls are personally answered in the official language of your choice. If you are hearing- or speech-impaired, there is a TTY/TDD number you can use: 1 800 465-7735.
- The Government of Canada's main Web site (www.canada.gc.ca). The electronic version of this guide is available on this site, with direct links to the services. You can also find the service you want by entering the full name of the service in the site's search engine.
- Service Canada Access Centres in communities across Canada where you can get information in person, pick up key publications, and use computer terminals. Call 1 800 O-Canada to find out if there is a centre near you. Staff there can help you find whatever it is you need.

Please see this guide for a list of toll-free numbers and Web site addresses for some of the most frequently used Government of Canada services.

Keep this guide for easy reference. These services are **for you!**

Table of contents

Health and quality care	6
Children	7
Youth	8
Finding a job	10
Small business	11
Connecting Canadians	13
Citizenship	15
Protecting the environment	16
Parks, culture, and history	17
Lifelong learning	18
Travellers	19
Aboriginal peoples	20
Persons with disabilities	21
Seniors and veterans	23
Retirement planning and tax filing	24
Your home	25
Personal safety and crime prevention	26
Toll-free numbers	29
Web site addresses	30

Health and quality care

The Canadian Health Network (www.canadian-health-network.ca) is a partnership of over 500 non-profit organizations that provides a wide range of health information for Canadians. It identifies resources you can use to take care of yourself and the people you care about – with tips on how to improve your health and well-being.

Health Canada Online (www.hc-sc.gc.ca) provides news and information about developments in health and health care – you'll find the latest on everything from AIDS to tuberculosis.

Canada's Physical Activity Guide to Healthy Active Living (www.paguide.com) suggests how to make the right choices about physical activity – choices that can help improve your health. You can read the guide online or order your own copy in print.

Canada's Food Guide to Healthy Eating and the **Food Safety and Nutrition Program** provide guidelines for safe and nutritious eating to help improve and protect your health. Visit www.hc-sc.gc.ca and click on "food and nutrition."

Food recalls and **allergy alerts** are posted on the Canadian Food Inspection Agency Web site (www.cfia-acia.agr.ca), where you can ask to be added to the automatic notification list.

Fight BAC![™] (www.canfightbac.org) can help you improve your safe food handling practices in the kitchen.

Children

The **Guide to Federal Programs and Services for Children and Youth** (www.hc-sc.gc.ca/hppb/childhood-youth) provides you with a complete overview of the programs and services for children, youth, parents, and others working with young people.

The **Canada Child Tax Benefit**, which includes the **National Child Benefit Supplement**, is a tax-free monthly payment that families may receive to help them with the cost of raising children under 18. Go to www.ccr-aadrc.gc.ca and click on “child and family benefits.”

Car Time 1-2-3-4 provides facts, rules, and tips to keep your child safe in the car. Information is available in video format and online at www.tc.gc.ca under “public safety.”

Child Support Guidelines (canada.justice.gc.ca) set the basic amount that parents who pay child support should pay based on income, the number of children involved, and the province or territory where the parents live. On the Web site, click on “programs and services,” then on “child support.”

Child Restraint Recalls (www.tc.gc.ca) lists recall notices alphabetically by manufacturer.

International Adoption and the Immigration Process takes you through the steps to adopt a child from another country. This publication is available in print, and online under “immigrants” at www.cic.gc.ca

Youth

The **Youth Employment Strategy** (www.youth.gc.ca/YES) can help you get the experience, knowledge, skills, and information you need to prepare for and participate in the labour force.

The **Young Entrepreneur Financing Program** is aimed at giving start-up entrepreneurs between the ages of 18 and 34 a solid foundation for building a new business. Visit the Web site at www.cbsc.org and click on “government programs and services,” then follow the search instructions.

The **Canada Student Loans Program** (www.hrdc-drhc.gc.ca/student_loans) provides grants and loans to more than 350,000 post-secondary students every year.

The **Youth Resource Network of Canada** (www.youth.gc.ca) is the number one Web site for all the facts on work experience opportunities, starting your own business, career planning, and job-search strategies.

Campus Worklink (www.campusworklink.com) is a comprehensive career database and employment resource specially designed for university and college students, recent graduates, and the employers seeking to hire them.

Citzine (www.citzine.ca) is an interactive, youth-oriented Web site that promotes awareness of Canadian citizenship, history, and identity.

Smashed provides information on drinking and driving, and offers tips on how to take effective action to prevent impaired driving. The publication is available in print, and online under “public safety” and then “road safety” at www.tc.gc.ca

Quit4Life (www.quit4life.com), a teen smoking cessation program, will give you the knowledge you need to help you stop smoking.

Cadets Canada (www.cadetscanada.org) helps youth develop leadership skills and encourages them to become physically fit and active citizens – all within an environment that stimulates an interest in the Canadian Forces.

Junior Canadian Rangers provides a structured youth program that promotes traditional cultures and lifestyles in remote and isolated communities in northern Canada.

Citizenship and Immigration Canada Welcomes Foreign Students and **Studying in Canada: A Guide for Foreign Students** are two useful publications available in print, and online under “visitors” and then “studying in Canada” at www.cic.gc.ca

Finding a job

Jobs.gc.ca provides information and online applications for challenging career opportunities at all levels within the Public Service of Canada.

Human Resource Centres provide information on employment programs, including special services for youth and people with disabilities. To find the office closest to you, visit www.hrdc-drhc.gc.ca and click on the map of Canada.

The **National Job Bank** (jb-ge.hrdc-drhc.gc.ca) is a comprehensive online database of thousands of jobs, and work or business opportunities available across the country.

The **Electronic Labour Exchange** (ele.hrdc-drhc.gc.ca) is an Internet job-matching service that connects you with potential employers at the click of a button.

Employment Insurance benefits (www.hrdc-drhc.gc.ca/ei) may be paid to people who have lost their job and are looking for a new one. These benefits may also be available to people who cannot work because of illness or maternity, or because they are caring for a newborn or newly adopted child.

Canada WorkInfoNet (www.workinfonet.ca) is a unique Web site that can help you plan and carry out your job search. It covers everything from résumé writing to interview techniques, and from potential employment opportunities to starting your own business.

Young Canada Works (www.pch.gc.ca/YCW-JCT) gives young people the opportunity to work at heritage institutions, national parks, and national historic sites, as well as in other interesting locations at home and abroad.

Canadian Forces Recruiting Centres provide information about basic eligibility for the many interesting jobs available in the Canadian Forces at www.recruiting.dnd.ca

SkillNet.ca is Canada's fastest growing network of job and career information Web sites. More than 40,000 employers use this network as a quick and effective way to advertise full-time, part-time, and summer job opportunities.

Small business

The **Guide to Government of Canada Services and Support for Small Business** offers a wealth of information on federal services for small business. It is available in print and online at www.strategis.gc.ca (click on "business support and financing," then on the title on the right-hand bar).

Canada Business Service Centres (www.cbsc.org) are your single point of contact for information on government services, programs, and regulations for business.

Strategis (www.strategis.gc.ca) provides comprehensive business information online to help you find partners, discover new technologies, and explore growth opportunities.

Sources of Financing (www.strategis.gc.ca/sources) is your online database of financial providers for small- and medium-sized businesses, as well as a source of useful resources to help build your financing knowledge.

The **Canada Small Business Financing Program** (www.strategis.gc.ca/csbfa) can help you get a head start in financing your own business.

The **Business Development Bank of Canada** (www.bdc.ca) provides financial and consulting services to Canadian small businesses, particularly those in the technology and export sectors of the economy.

Team Canada Inc (www.exportsource.gc.ca) is your essential one-stop shop for information on export and trade.

Export Development Corporation (www.edc-see.ca) helps Canadian businesses export and invest in 200 markets worldwide by providing financial and risk management services, including export credit insurance, financing, and guarantees.

Self-Employment Assistance for Employment Insurance recipients and the **Youth Entrepreneurship Program** are two great ways to help you create your own job and business.

Small Business Information Seminars (www.ccr-aadrc.gc.ca/business) provide information on your responsibilities regarding customs, income tax, and GST/HST, as well as the services available to you.

Contracts Canada (www.contractscanada.gc.ca) provides businesses with information on how and what the Government of

Canada buys. The site also provides a link to the **MERX™** (www.merx.cebra.com) database of current Government of Canada bidding opportunities.

The **Trade Commissioner Service** Web site (www.infoexport.gc.ca) can help you identify foreign business opportunities, learn more about target markets, or get in touch with employees in 133 offices around the world.

Connecting Canadians

Canada's SchoolNet (www.schoolnet.ca) partners with federal, provincial and territorial governments, education associations, and the private sector to bring the benefits of the information highway to Canadian learners. SchoolNet is complemented by **Computers for Schools** (www.schoolnet.ca/cfs-ope), which provides schools and libraries with refurbished computers.

The **Voluntary Sector Network Support Program** or **VolNet** (www.volnet.org) can help your charitable or non-profit voluntary organization play an even stronger role in the community. VolNet connects your organization to the Internet, and provides computer equipment and training.

The **Student Connection Program** (www.scp-ebb.com) hires post-secondary students to provide businesses with training on electronic commerce and how to use the Internet. Students get hands-on experience, and businesses learn more about how to do business on the Internet.

The **Canadian Consumer Information Gateway**

(ConsumerInformation.ca), one of the first government online portals, provides Canadians with a single, comprehensive source of consumer information.

Exchanges Canada (www.exchanges.gc.ca) gives you direct access to over 300 exchange programs that link Canadians to each other. Through travel and meeting other Canadians, you can expand your horizons and experience the diversity of our country and our people.

The **Community Access Program** (cap-pac.ic.gc.ca) provides Canadians with affordable public access to the Internet and the skills to use it effectively. The program's goals include establishing up to 10,000 Internet access sites in remote, rural, and urban settings across Canada – in public sites such as local schools, libraries, and community centres.

Geo-Connections (www.geoconnections.org) provides Internet-wide access to geographic information for local planning, resource management, and other uses.

The **Canadian Technology Network** (www.nrc.ca/ctn) provides innovative small- and medium-sized firms with quick and personal access to expertise, advice, and information on how to meet technological and related business challenges.

The **National Atlas of Canada Online** (www.atlas.gc.ca) provides maps and information about Canada's geography. Use the interactive mapping tool, meet the partners, try the quiz, or consult the teaching resources section.

Citizenship

How to Become a Canadian Citizen explains the requirements of citizenship and the application process for permanent residents of Canada who want to become Canadian citizens. For information on the citizenship test, consult **A Look at Canada**. To view these and other publications online, go to the “publications” section and scroll down to “citizenship” at www.cic.gc.ca

Family sponsorship allows Canadian citizens and permanent residents to sponsor immediate family members – such as spouses, children, and parents – for immigration to Canada. Find out more online under “immigrants” and then “immigrating to Canada” at www.cic.gc.ca

How to Prove You Are a Canadian Citizen tells you how to obtain a Canadian citizenship certificate. Naturalized Canadians receive this certificate when granted citizenship, and any Canadian can apply with the appropriate documentation.

Were You Born Outside Canada to a Canadian Parent? explains how you might be eligible for Canadian citizenship under certain transitional provisions. The guide also shows how to apply for citizenship.

Welcome To Canada: What You Should Know is a comprehensive guide for newcomers to Canada. It includes sections on health services, finding a job, language training, education, Canadian law, and many other relevant issues. View the guide online at www.cic.gc.ca by going to “publications,” then scrolling down to “living in Canada.”

The **Welcome Home** campaign (www.cic.gc.ca/welcomehome) gives young people a chance to celebrate Canadian citizenship by sending messages of welcome to new Canadians.

Citizenship is the next step after becoming an immigrant. People interested in applying as immigrants can consult www.cic.gc.ca under “publications” and then “immigrating to Canada.”

The **Host Program** helps immigrants adjust to life in Canada by matching them with volunteer hosts. You can volunteer to help newcomers find jobs and make contacts in the community. Learn more online under “immigrants” and then “living in Canada” at www.cic.gc.ca

Protecting the environment

The **Green Lane** Web site (www.ec.gc.ca) is your link to environmental information and the latest local weather conditions, weather advisories, and climate trends. It also carries daily UV indexes, as well as marine, aviation, and smog forecasts.

The **Millennium Eco-Communities** and the **EcoAction 2000 Community Funding Program** (www.ec.gc.ca/Eco) can help your community get information and funding for projects such as environmental clean-ups.

The **Moving On Sustainable Transportation** program (www.tc.gc.ca) helps Canadians contribute to creating a healthier environment.

Make the **Climate Change** connection (www.climatechange.gc.ca) to learn what you can do at home, on the road, and at work to help reduce the greenhouse gas emissions that are causing our climate to change.

The **Canadian Wildlife Service** (www.cws-scf.ec.gc.ca) provides information about wildlife, including both plants and animals, and about what you can do to protect endangered species.

Parks, culture, and history

Parks Canada (www.parkscanada.gc.ca) provides wide-ranging visitor information on Canada's national parks and national historic sites, and other protected areas.

The **Department of Canadian Heritage** (www.pch.gc.ca) provides a wide variety of services to Canadians in the areas of arts and heritage, Canadian identity, and cultural development.

The **Canadian Heritage Information Network** (www.chin.gc.ca) contains valuable heritage information, and access to museum and gallery information from Canada and around the world.

The **National Film Board of Canada** (NFB) (www.nfb.ca) makes and distributes animation films and documentaries in both English and French. You can order videos directly from the NFB, or borrow them through a wide distribution network. Explore the collection, and buy directly online.

The **National Capital Commission's** Web site (www.capcan.ca) is the starting point of your discovery of Canada's Capital Region – home to Parliament, to the Governor General's residence, and to national museums, parks, and other sites that are a historic legacy for all Canadians.

Lifelong learning

CanLearn Interactive (www.canlearn.ca) provides all the information you need to help you make informed choices for planning and financing your education and your career.

The **Canada Education Savings Grant (CESG)**, along with recent improvements made to **Registered Education Savings Plans**, can help you ensure your children's future. The CESG gives you up to \$400 per year per child for post-secondary education, with a lifetime limit of \$7,200.

Through the **Lifelong Learning Plan**, eligible individuals can withdraw up to \$10,000 a year from their RRSP to finance full-time training or education in a qualifying educational program – for themselves or their spouses.

Language Instruction for Newcomers to Canada (LINC) provides basic language instruction for adult immigrants. You can view this material online at www.cic.gc.ca by going to "publications," then clicking on "living in Canada."

Travellers

A **passport** is required for travel overseas. A lost passport can be replaced anywhere. Application forms are available at passport offices, Canada Post outlets, and Canadian missions abroad. More information is available at www.ppt.gc.ca

Coming Back to Canada: Returning Resident Permits explains what to do if you are a permanent resident of Canada but not a Canadian citizen, and plan to stay outside Canada for an extended period. The document is available online under “immigrants” and then “living in Canada” at www.cic.gc.ca

I Declare (www.ccr-aadrc.gc.ca) gives details about personal exemptions for which returning residents may qualify.

The Canadian Transportation Agency’s **Air Travel Complaints Commissioner** handles unresolved passenger complaints against air carriers. Information and complaint forms are available at www.cta.gc.ca

Bon Voyage, But... gives safe travel advice and the list of telephone numbers and addresses of Canadian missions around the world. It is also available at www.dfait-maeci.gc.ca by clicking on “travel,” then on “publications.”

Travel Reports for 223 destinations world-wide offer up-to-date information on visa requirements, safety, security, and health issues. They are available under “travel” and then “travel reports” at www.dfait-maeci.gc.ca

Aboriginal peoples

Aboriginal Business Canada provides a range of services and support to Aboriginal entrepreneurs across Canada. The program focuses on trade and market expansion, innovation and technology development, and strengthening Aboriginal financial organizations.

Growth Capital for Aboriginal Business (www.bdc.ca) is a loan for Aboriginal business owners offered by the Business Development Bank of Canada.

The **Aboriginal Human Resource Development Strategy** Web site (www.hrdc-drhc.gc.ca/aro) provides a wide range of information on employment projects and partnerships with Aboriginal organizations.

First Nations Bank of Canada, in conjunction with Western Economic Diversification Canada, offers loans to Aboriginal and non-Aboriginal entrepreneurs in Western Canada. Loans can range up to \$25,000 with repayment terms up to five years. More information is available online at www.wd.gc.ca by clicking on “financing,” then on “business financing for Western Canada.”

The **Housing Internship Initiative for First Nations and Inuit Youth** provides work experience and on-the-job training for these youths, to help them pursue long-term employment in the housing field.

Through pre-school projects developed in conjunction with community organizations, **Aboriginal Head Start** provides services to help meet the needs of Aboriginal children living in urban centres and large northern communities.

Aboriginal Friendship Centres provide a wide range of services for Aboriginal people living in, or passing through, an urban area. These services include information on housing, education, employment, recreation, and culture.

The **Aboriginal Women's Program** works with Aboriginal women's organizations to help improve social conditions, knowledge of Aboriginal culture, economic situations, and opportunities for leadership development and training of these women.

The **Urban Multipurpose Aboriginal Youth Centres Initiative** provides programs and services to urban Aboriginal youth, including professional and peer counselling, to help improve their economic, social, and personal prospects.

Persons with disabilities

Bridging the Gap is a guide that can provide you with extensive information on Government of Canada programs and services designed for persons with disabilities.

The **Residential Rehabilitation Assistance Program** (www.cmhc-schl.gc.ca) offers financial assistance to homeowners and landlords to improve the accessibility of dwellings for persons with disabilities. In your province or territory, federal funds may be provided for a similar program under a different name. Click on "site map," then scroll down to "assisted housing – assistance programs" to view the information online.

Canada Pension Plan (CPP) Disability Benefits

(www.hrdc-drhc.gc.ca/isp) protect contributors against the loss of earnings due to long-term disability. The **Canada Pension Plan Vocational Rehabilitation Program** offers assistance for CPP disability recipients who are interested in returning to work. Click on “Canada Pension Plan” and then on “disability benefits.”

The **Canada Student Loans Program** (www.hrdc-drhc.gc.ca/student_loans) offers **Canada Study Grants** for post-secondary students who have permanent disabilities, to cover additional education-related costs.

The **Opportunities Fund** helps persons with disabilities prepare for and find employment or self-employment. The Fund finances employment activities for persons with disabilities who are unemployed and not eligible for Employment Insurance programs.

Information Concerning People with Disabilities

(www.ccra-adrc.gc.ca/disability) gives details about special tax deductions and credits available for persons with disabilities. The guide is also available in print.

The **Accessible Transportation** Web site provides transportation information for persons with disabilities. Go to www.tc.gc.ca and click on “policy and statistics,” then on “accessible transportation.”

Seniors and veterans

The **Seniors Guide to Federal Programs and Services** provides seniors with information on programs and services particular to their interests and needs.

The **Aging and Seniors** Web site (www.hc-sc.gc.ca/seniors-aines) provides a wealth of information for seniors, as well as links to key seniors' organizations such as the National Advisory Council on Aging.

The **Canada Pension Plan** (www.hrdc-drhc.gc.ca/isp) provides you with a monthly retirement pension if you contributed to the Plan and are at least 60 years of age. The normal retirement age is 65.

The **Old Age Security Basic Pension** (www.hrdc-drhc.gc.ca/isp) is paid to you monthly if you are 65 years or older and have lived in Canada for at least 10 years. The **Guaranteed Income Supplement** is an income-tested, monthly benefit for Old Age Security recipients with limited or no income.

The **Safe Living Guide** has ideas on what you can do to prevent injuries in and around the home. The guide looks at two main areas – home and personal safety.

The **Home Adaptations for Seniors' Independence** initiative (www.cmhc-schl.gc.ca) assists low-income seniors who have difficulties with daily living activities by providing financial assistance to carry out minor home adaptations. In your province or territory, federal funds may be provided for a similar program under a different name.

Tax information for seniors is available online at www.ccr-a-adrc.gc.ca/seniors

The **Veterans Independence Program** provides **disability pensions, income support allowances, health care benefits**, and other services to Canada's wartime veterans and eligible members of the Canadian Forces.

Retirement planning and tax filing

Pre-retirement Seminars are available through your local office of the Canada Customs and Revenue Agency. You can also find useful planning information in the publication **When You Retire**.

The **Tax Information Phone Service** is a quick and easy way to get information on the rules governing **Registered Retirement Savings Plans (RRSPs)**.

The **Canada Retirement Savings Plan** allows you to hold Canada Savings Bonds and Canada Premium Bonds in an RRSP without the need for a self-directed plan.

The **Registered Retirement Income Fund** is a simple way to turn amounts accumulated in RRSPs into secure and lasting retirement income.

The **Community Volunteer Income Tax Program** (www.ccr-a-adrc.gc.ca/volunteer) provides special training sessions to volunteers who help low-income individuals with simple tax returns.

EFILE, TELEFILE, and NETFILE (www.ccca-adrc.gc.ca) are electronic alternatives for filing your personal income tax return. Click on “electronic services.”

The **Goods and Services Tax/Harmonized Sales Tax (GST/HST) Credit** is a tax-free quarterly payment made to eligible individuals to help offset some or all of the GST or HST they pay. Individuals must apply for the credit annually on their income tax return.

Your home

The **Mortgage Loan Insurance Program** allows Canadians to purchase a home with as little as a 5% down payment.

EnerGuide for Houses (energuide.nrcan.gc.ca/houses) is a home energy evaluation service. For a fee, homeowners can find out how to reduce their energy use and improve comfort, while maintaining indoor air quality and saving money on their energy bills.

The **Canadian Housing Information Centre** (www.cmhc-schl.gc.ca) can help you find the appropriate answers to your changing needs – healthy housing, indoor air quality, housing solutions for older Canadians, and more.

Homebuying Step-By-Step is a consumer guide and workbook that provides information on how to buy a home. This user-friendly guide is packed with tips, information, illustrations, charts, and worksheets to help prospective homebuyers decide what kind of home is right for them. You can find this and other publications at www.cmhc-schl.gc.ca

The **Before You Renovate** guide and catalogue can help you move from the planning stages of your projects right through to the finishing touches. Whether you are planning a lifestyle renovation, a retrofit project, or a maintenance and repair job, the guide's step-by-step work plan covers all aspects of renovations.

About Your House is a series of fact sheets that provides information and advice on a variety of topics related to housing safety and maintenance.

The **GST/HST New Housing Rebate** may be available to people buying newly constructed or substantially renovated homes, or purchasers of shares in co-operative housing. People who build or substantially renovate their own homes, or hire another person to do so, may also qualify.

The **Home Buyers' Plan** enables individuals who qualify to borrow up to \$20,000 from their RRSPs to buy their first home. Persons with disabilities can participate in the plan to buy or build a more accessible home.

Personal safety and crime prevention

The **Canadian Firearms Centre** provides information about Canada's firearms laws that require all firearm owners to be licensed and all firearms to be registered. Visit the Web site at www.cfc-ccaf.gc.ca to get application forms and answers to your questions.

The **Shelter Enhancement Program** can help your community organization renovate or create emergency shelter spaces and longer-term housing units for women, children, and youth who are victims of family violence.

The **National Strategy on Community Safety and Crime Prevention** (www.crime-prevention.org) can help you start up innovative crime prevention activities in your community.

The **Road Safety and Motor Vehicle Regulation Information Centre** (www.tc.gc.ca/roadsafety) provides a wide range of motor vehicle safety information.

Air Bag Safety information is available in print, and online under “public safety” and then “road safety” at www.tc.gc.ca

Vehicle Recall information is available when you search for your vehicle’s make, model, and year at www.tc.gc.ca (look under “public safety” and then “vehicle recalls”).

The **Office of Boating Safety** (www.ccg-gcc.gc.ca) provides information on boating safety regulations and standards for recreational boating.

The **Canadian Hydrographic Service** (www.chs-shc.dfo-mpo.gc.ca) produces nautical charts, sailing directions, tide and current tables, and other information about water levels and tides. These products ensure the safe navigation of commercial shipping, commercial and recreational fishing, and recreational boating in all Canadian waterways. Visit the site for information about purchasing these products.

Safe Guard (www.safeguard.ca) is a national public information program aimed at increasing public awareness of emergency preparedness in Canada.

The **Emergency Preparedness Digest** is a quarterly publication that provides articles on a wide range of practical activities for Canadians involved in emergency preparedness planning and management. This publication is available for a \$20 annual subscription fee at www.epc-pcc.gc.ca (click on “public information/resources”).

Emergency Preparedness Canada’s **self-help brochures** and **fact sheets** (www.epc-pcc.gc.ca) provide useful information on Canada’s emergency preparedness system, and ways that you can prepare for emergencies in the outdoors, at home, and in everyday life.

Toll-free numbers

Information on the Government of Canada

Call: 1 800 O-Canada (1 800 622-6232)

TTY/TDD: 1 800 465-7735

Canada Business Service Centres	1 888 576-4444
Canada Child Tax Benefit	1 800 387-1193
Canada Education Savings Grant.....	1 888 276-3624
Canada Savings Bonds	1 800 575-5151
Citizenship and Immigration Canada	
In Montréal (local call)	1 514 496-1010
In Toronto (local call)	1 416 973-4444
In Vancouver (local call)	1 604 666-2171
Elsewhere in Canada	1 888 242-2100
Customs Information Service	1 800 461-9999
Employment Insurance and	
Social Insurance Number	1 800 206-7218
Old Age Security and Canada Pension Plan	1 800 277-9914
Passport Office	1 800 567-6868
Tax Enquiries – personal	1 800 959-8281
Youth Info Line	1 800 935-5555

Web site addresses

Information on the Government of Canada

www.canada.gc.ca

Aging and Seniors

www.hc-sc.gc.ca/seniors-aines

Canada Business Service Centres

www.cbsc.org

Canadian Consumer Information Gateway

ConsumerInformation.ca

Canadian Health Network

www.canadian-health-network.ca

Child Support Guidelines

www.canada.justice.gc.ca/en/ps/sup

Childhood and Youth

www.hc-sc.gc.ca/hppb/childhood-youth

Connecting Canadians

www.connect.gc.ca

Contracts Canada

www.contractscanada.gc.ca

Job Bank

jb-ge.hrdc-drhc.gc.ca

Old Age Security and Canada Pension Plan
www.hrdc-drhc.gc.ca/isp

Parks Canada
www.parkscanada.pch.gc.ca

Public Service Commission of Canada
jobs.gc.ca

Services for People with Disabilities
www.hrdc-drhc.gc.ca/hrib/sdd-dds/odi

Tax and Customs
www.ccra-adrc.gc.ca

Weather
www.ec.gc.ca/weather_e.html

Youth Employment Strategy
www.youth.gc.ca/YES

Multiple formats (large print, audio cassette,
braille, and computer diskette) produced by
T-Base Communications Inc.
Ottawa, Canada
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